

The role of Tutor

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2. Tutors role and tasks

1. Tutor's profile

Taking in consideration what we want to achieve in RAISE project, we consider that tutors need to be multifaceted , with transversal skills really diverse: from social abilities to technical ones:

a) Knowledge about the content of the module they will teach.

b) Trainers and virtual trainers competences:

Tutors will need trainers for trainers' skills, because even being e-learning training, it is an educational/formative process as well. Their role is focused on facilitating students' process and work, both individually and as a class-group.

c) Communicative competences:

Virtual process needs the usability of communication tools to get the learning triangle tutor – student – content. It is important to be assertive using the right tools at the right moment depending on the objective aimed to achieve.

d) Technological background

For any module, to be a good virtual tutor some technical abilities will be relevant, at least as a medium level user. They will count on coordinators support but need to be autonomous in uploading content to the platform, to manage the back-office of the moodle. Office programs, image treatment, and web edition – web 2.0 will also be really required.

e) Knowledge of the social context and telecentre environment

The best election will be anyone who has already worked in a telecentre and have knowledge about the module's content he/she will be in charge of (for instance, for the facilitators' module, an advanced facilitator who already have realized job searching workshops). It will also help is he/she is someone close to the entity or involved in the telecentre world-network. In this case we suggested as an example, will be much easy for the facilitator because they already will have tested the real field. In addition, to do the contextualization will be much simple and fluid. Context knowledge will make the theory content much more practical, suitable with the reality.

f) Team work commitment and timing accomplishment

Virtual tutor's task is not a lonely road but a collaborative Project, new and quite unknown yet. It will mean that coordinators support and being coordinated all together will be relevant for the development of their work. Timing proposals must be respected.

g) English spoken and understood

Because we are developing this training in an European program and because the training for tutors will be implemented at European level with tutors from all countries, it is recommended that all tutors can speak and understand correctly English.

2. Tutor's roles & tasks

In this kind of training the center of the training is the student and the tutor is a facilitator for his learning process.

His role will be centered in:

- a) Help National Referents in translating and contextualizing modules contents.
- b) To be empowered with contents creating tasks and forums activities in modules.
- c) Leaving modules ready to receive students.
- d) Guide, support and orientate the student during all the Pilot training process.
- e) Adequate temporary administration of the Moodle to ensure a good monitoring
- f) Resolution of doubts over the technical functioning of the platform, the dynamics of the modules, content, tools, progress ... With support!
- g) Do the monitoring of the students, at the end of each unit. Qualification.
- h) Flexibility and personalized learning environment on how to answer students questions, being flexible, following the group rhythm of learning, emphasizing the concepts not achieved with alternative explanations, suggesting dynamics to facilitate their understanding, and get advantage of their previous knowledge to enrich the group exchange.
- i) Do a Socializing role: encourage, motivate and, therefore, facilitate exchange among all participants of the course. It's important to have a proactive and initiative attitude : forums, ideas, resources, actuality news related to the contents...
- j) Establish a good communication and encourage participation and knowledge exchanges among students.
- k) Do the evaluation of process: feedback and exit test.
- l) Have and execute a good communication with each National Referent providing all documentation and information needed during the project.
- m) Enjoy the experience!!